Root Cause Analysis Investigation

Fishbone Diagram - tool

Patient factors:
- Clinical condition
- Physical factors
- Social factors
- Psychological/mental factors
- Interpersonal relationships

Individual (staff) factors:
- Physical issues
- Psychological
- Social/domestic
- Personality
- Cognitive factors

Task factors:
- Guidelines/procedures/protocols
- Decision aids
- Task design

Communication factors:
- Verbal
- Written
- Non-verbal
- Management

Team factors:
- Role congruence
- Leadership
- Support + cultural factors

Education + Training Factors:
- Competence
- Supervision
- Availability/Accessibility
- Appropriateness

Equipment + resources:
- Displays
- Integrity
- Positioning
- Usability

Working condition factors:
- Administrative
- Design of physical environment
- Environment
- Staffing
- Workload and hours
- Time

Organisational + strategic factors:
- Organisational structure
- Priorities
- Externally imported risks
- Safety culture

Problem or issue (CDP/SDP)